

441—172.33(234) Monitoring of service delivery.

172.33(1) *Case management.* When the department approves a child and family to receive one or more family-centered supportive service components, the child's department worker shall be responsible for providing case management. Case management shall include maintaining contact with the child, the family, and the provider to ensure that approved services:

- a.* Are delivered in a manner that will be most effective; and
- b.* Are helping to achieve identified goals and objectives.

172.33(2) *Provider progress reports.* The department shall establish and define mandated provider reporting requirements for each family-centered supportive service component and include these requirements in the department's request for proposals and contracts developed as a result of the procurement process.